



INFORMATION BULLETIN

New Hampshire Bureau of Emergency Communications

Senior Information - What is 9-1-1 and how does it work?

July, 2001

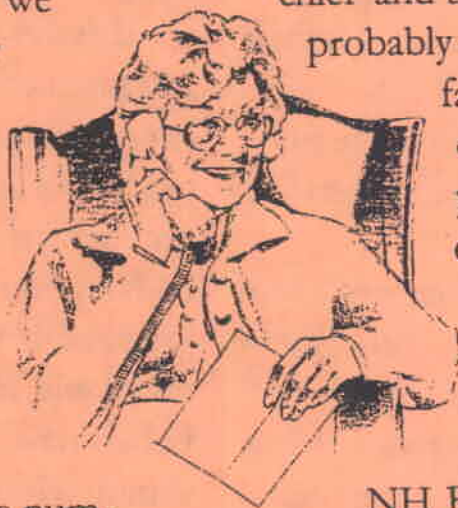
EMERGENCY? DIAL 9-1-1

Getting help in an emergency is a lot easier than it used to be.

Remember the good old days when we knew who our neighbor was, we knew the fire chief, and our doctor made house calls? We had our seven-digit emergency fire number, our seven-digit emergency police number, and our seven-digit emergency ambulance number written down near the telephone. When we dialed any of these numbers, we knew who answered and they probably knew us.

This old system of "Mrs. Jones is calling from the Nelson farm and needs the police," worked fine until New Hampshire's population exploded. Now we don't know who lives next door, we aren't

sure we know the fire chief and the Nelsons probably don't own the farm anymore either. But no problem. The only number you need to remember in an emergency is 9-1-1- the



NH Bureau of Emergency Communications has taken care of the rest with its Enhanced 9-1-1 System (instituted in 1995).

The Enhanced 9-1-1 system is easy to use. In New Hampshire, when you dial 9-1-1 from a wired telephone, we know where you are, even if you can't speak. Your name, street address, your town and telephone number

show on our screen. If you call 9-1-1 from your sister's home, her name, street address, town and telephone number show on our screen.

The 9-1-1 State Telecommunicator answers your call by saying, "This is New Hampshire 9-1-1, what is your emergency?" If you need help from the police or fire department, the Telecommunicator transfers your call to your local dispatch center by the click of a computer mouse.



The next voice you hear is the voice of your local dispatcher, who confirms your name, address, town, and telephone number, and may ask you additional

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questions about your emergency. At this point, the 9-1-1 State Telecommunicator signs off on the call, since we have quickly connected you, the caller, to the emergency service that you requested. All the information we've needed and used is programmed into the 9-1-1 system- no need to search through phone books or Rolodex cards.

Let's imagine a scenario where someone has broken into a home. Frightened, the per-

son grabs his or her cordless telephone (not a cell phone), runs and hides in a closet. He or she dials 9-1-1 for help, but can't say anything because the intruder is just outside the closet door. The 9-1-1 Telecommunicator, however,



can still identify the person in need of help because his or her name will appear on the computer screen. The 9-1-1 Telecommunicator notifies the local police dispatch agency about their "unresponsive" call. Help is on the way, and the person hasn't even spoken a word.

Medical emergencies are a little different than fire or police emergencies. Every 9-1-1 Telecommunicator is certified in EMD (Emergency Medical Dispatch).

What does this mean to you? If you have a medical emergency and dial 9-1-1, the 9-1-1 Telecommunicator will ask you a few critical questions to

determine the exact nature of your emergency and where you

are. The Telecommunicator will notify your local dispatch agency, who will dispatch the ambulance or rescue team.

While waiting for help to arrive at your home, the 9-1-1 Telecommunicator will provide medical assistance over the telephone, using a nationally recognized series of questions and instructions. These instructions are designed to safely and efficiently manage medical emergencies. In New Hampshire, thousands of lives have been saved and hundreds of babies have been born during telephone exchanges involving EMD.

Getting used to new technology isn't always easy. But in New Hampshire, if you have an emergency, just dial 9-1-1 anywhere...from any phone...at any time.

We're here when you need us.

Wanda Hemeon is the Public Information Officer at the NH Bureau of Emergency Communications. Questions on this article may be directed to Wanda at 1-800-806-1242.